



**State of Illinois**  
**Illinois Commerce Commission**  
**Customer Credits for Telecommunications Carriers**  
**Code Part 732.30**  
**Quarterly Filing**

**Charter Fiberlink-Illinois, LLC**  
**for quarter ending March 31, 2012**

<b>Out of Service More Than 24 Hours</b>	<b>January</b>	<b>March</b>	<b>March</b>	<b>Totals</b>
A. Total dollar amount of all customer credits paid	\$1,088.23	\$859.12	\$702.08	\$2,649.43
B. Number of credits issued for repairs - 24 - 48 hours	49	57	25	131
C. Number of credits issued for repairs - 48 - 72 hours	23	14	13	50
D. Number of credits issued for repairs - 72 - 96 hours	8	6	8	22
E. Number of credits issued for repairs - 96 - 120 hours	2	3	1	6
F. Number of credits issued for repairs > 120 hours	7	6	4	17
G. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	0	0	0	0
H. Number of customers receiving alternate phone service rather than receiving a credit	0	0	0	0

<b>Failure to Install Basic Local Exchange Service</b>	<b>January</b>	<b>March</b>	<b>March</b>	<b>Totals</b>
A. Total dollar amount of all customer credits paid	\$25.00	\$0.00	\$0.00	\$25.00
B. Number of installations after 5 business days	1	0	0	1
C. Number of installations after 10 business days	0	0	0	0
D. Number of installations after 11 business days	0	0	0	0
E. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	0	0	0	0
F. Number of customers receiving alternate phone service rather than receiving a credit	0	0	0	0

<b>Missed Appointments</b>	<b>January</b>	<b>March</b>	<b>March</b>	<b>Totals</b>
A. Total dollar amount of all customer credits paid	\$3,950.00	\$4,350.00	\$5,750.00	\$14,050.00
B. Number of customers receiving credits	79	87	115	281
C. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	0	0	0	0

**Comments**